



THIRD JUDICIAL DISTRICT

Language Access Plan

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THIRD JUDICIAL DISTRICT

LANGUAGE ACCESS PLAN

I. DEFINITIONS

Definitions of “Third Judicial District” and “the Courts”:

“Third Judicial District” and “the Courts,” as used throughout this plan, means every District and Magistrate court in New Mexico's Third Judicial District, namely: Doña Ana County District Court (located in the city of Las Cruces) and Doña Ana Magistrate Court (located in Las Cruces, Anthony and Hatch).

II. LEGAL BASIS AND PURPOSE

This document serves as the plan for the Third Judicial District to provide to persons with Limited English Proficiency (“LEP”) services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Third Judicial District.

This language access plan (“LAP”) was developed to ensure meaningful access to court services for persons with limited English proficiency.

For a list of language access planning team members, *see Attachment A*.

NOTE: Although the requirements for serving deaf and hard-of-hearing persons are provided for under the Americans with Disabilities Act (“ADA”), the provision of court interpreters and language services for deaf and hard-of-hearing individuals are also periodically referenced in this plan.

III. NEEDS ASSESSMENT

A. Statewide by Language

The State of New Mexico provides court services to a wide range of people, including those who speak limited or no English and those who are deaf or hard-of-hearing.

According to the New Mexico Administrative Office of the Courts (“AOC”), the most frequently encountered languages in New Mexico's courts, as of 2015, were:

1. Spanish
2. American Sign Language (“ASL”)
3. Navajo, Vietnamese, Chinese and Arabic

In 2015, interpretation was provided in New Mexico's courts in an estimated 50 different languages.

B. Third Judicial District by Language

Demographic Data by County:

The Third Judicial District makes every effort to provide services to all LEP persons. For purposes of anticipating need, the following data shows the top five spoken (i.e. not signed) languages other than English that are most frequently used in Doña Ana County.

1) Modern Language Association Data:

The following information comes from the Modern Language Association (“MLA”) and reflects American Community Survey 2006 – 2010 aggregate data from the U.S. Census Bureau. The MLA data indicates the percentage of county residents above the age of five who speak the language at home; it does not indicate proficiency or lack of proficiency in English.

1. Spanish 49.83%
2. German 0.46%
3. Chinese 0.20%
4. French 0.16%
5. “Other Indic languages” 0.13%

2) Migration Policy Institute Data:

The following data comes from the Migration Policy Institute (MPI) and reflects 2009 – 2011 American Community Survey data from the U.S. Census Bureau.

The MPI data indicates the percentage of county residents above the age of five who are classified as Limited English Proficient. MPI only lists a language if it is spoken by 5% or more of a county's total population or by 500 or more persons within a county, and if those speakers are also Limited English Proficient.

MPI lists the following LEP data for Doña Ana County:

- 16.1% Spanish-speaking LEP persons.

The language access planning team is responsible for updating demographic data in this plan as it becomes available. (For a summary of all language access planning tasks and parties responsible, *see*

Attachment B).

Courthouse Users:

The Third Judicial District also assesses its language needs on an ongoing basis based on what it identifies about courthouse users. This is being achieved through two methods:

- 1) Consulting with employees and the community
- 2) Data tracking

1) Consulting with employees and the community:

In May 2012, a survey was circulated to employees of the Third Judicial District, eliciting 63 responses (respondents were screened out to ensure that all participants had direct contact with the public in the course of their job duties). Seventy-eight percent (78%) of participants worked in the Doña Ana County District Court and 22% in the Magistrate Court.

Court employees reported the top five languages other than English encountered in the courthouses as:

1. Spanish (87% of employees had come into contact with Spanish-speaking LEP persons)
2. ASL (42%)
3. Chinese (10%)
4. Korean (5%)
5. Arabic (3%)

In addition to those top five languages, employees also reported having encountered Navajo, German, French and Italian.

In May 2012, a survey was circulated to community stakeholders in the Third Judicial District, eliciting eight responses (respondents were screened out to ensure that all participants had served clients or had members who were LEP, deaf or hard-of-hearing and who had used the Third Judicial District Courts).

All of the community stakeholders reported having clients/members who were LEP and 62% also had clients/members who were deaf or hard-of-hearing. One hundred percent (100%) had clients/members who had been involved with or needed the services of the Doña Ana County District Court, and 62% had also used the Magistrate Court.

When asked what languages were spoken by their clients/members, 100% of respondents said Spanish; 62% ASL; 12% Chinese and 12% Russian.

2) Data tracking:

In addition to tracking the use of interpreters in the courtroom by language, the Courts track requests for out-of-courtroom services, both in person and over the telephone, by language.

The AOC Language Access/Interpreter Coordinators (District Court- Anabel Vela; Magistrate Court- Alex Araiza) are responsible for tracking interpreter usage in their respective courthouses. The LAP team is responsible for updating that data in this plan at its annual meeting. Data for the most recent fiscal year, as well as prior years, is appended to this plan as *Attachment C*.

The Courts track out-of-courtroom encounters with LEP and deaf individuals on the telephone, at the clerk's window and in various divisions, using a form provided by AOC. The District Court Executive Officer (Claude Bowman) and the Magistrate Court Manager (Bernice Ramos) are responsible for ensuring that data on out-of-courtroom encounters continues to be compiled on an ongoing basis. The LAP team is responsible for updating the data in this plan annually. Data for the most recent fiscal year, as well as prior years, is appended to this plan as *Attachment D*.

C. Survey Reports

In 2012, as part of an initial needs assessment conducted during language access planning, the Third Judicial District distributed surveys to judges, staff and community stakeholders. For survey responses, *see Attachment E*. The Courts intend to conduct follow up surveys in 2017. The District Court CEO and the Magistrate Court Manager are responsible for ensuring the surveys are conducted.

IV. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES INSIDE THE COURTROOM

A. Equipment for the Deaf and Hard-of-Hearing

Assistive listening equipment to serve the hard-of-hearing is available for the courtrooms in the Third Judicial District. This resource is advertised to the public by means of a sign located outside every courtroom. The District Court Executive Officer and the Court Manager of Magistrate Court are responsible for ensuring signage remains posted. In addition, in both courts, bailiffs or interpreters announce at the start of every trial and jury orientation that the equipment is available.

As of the latest revision of this plan, AOC is engaged in an ongoing pilot program for providing video remote interpreting for the deaf. If the pilot is successful, AOC will extend the program statewide, and the Third Judicial District will take advantage of this resource to serve its deaf clients and customers as needed.

B. Provision of Interpreters in the Courtroom

The provision of spoken-language and signed-language interpreters in court proceedings is based in New Mexico State statute and the Constitution. The Constitution references language access in multiple sections, including Article II, Section 14 and Article VII, Section 3. In the Third Judicial District, interpreters will be provided, consistent with the Court Interpreter Standards of Practice and Payment Policies, at no cost to court customers, witnesses, jurors and other parties who need such assistance under the following circumstances:

- For a deaf or hard-of-hearing litigant, juror, observer (when an observer has submitted a request to the court prior to the proceeding), or witness in any type of court proceeding. Title II of the ADA requires local and state courts to provide qualified signed language interpreters or other accommodation to ensure effective communication with deaf and hard-of-hearing individuals.
- For a non-English speaking person who is a principal party in interest or a witness in a criminal case.
- For a non-English speaking person who is a principal party in interest or a witness in a domestic

violence case, domestic relations case, and/or Children's Court case, including court-ordered domestic relations mediation.

- For a non-English speaking person who is a principal party in interest in a civil case or that party's witness.
- For victims who are active case participants, i.e., testifying as a witness or when making a statement at sentencing.
- For any non-English speaking juror. A certified court interpreter shall be provided to petit and grand jurors, including jury orientation, voir dire, deliberations, and all portions of the trial.

It is the responsibility of the private attorney, Public Defender or District Attorney to provide qualified interpretation and translation services for witness interviews, pre-trial transcriptions and translations and attorney/client communications during proceedings.

C. Determining the Need for an Interpreter in the Courtroom

The Third Judicial District may determine whether an LEP or deaf court customer needs an interpreter for a court hearing or for jury duty in the following ways:

- Request for interpreter form for attorneys and pro se clients. District Court updates this form as needed and distributes it to the Doña Ana County Bar. The form is available at the clerk's offices and on the District Court website.
- Request for setting form inquires whether an interpreter is needed. This is distributed to the Doña Ana County Bar and is also available on the District Court website.
- Application for free process for civil cases includes an interpreter needed checkbox.
- Language on domestic violence petition inquires whether any party needs an interpreter.
- Jury questionnaire inquires whether an interpreter is needed.
- The Courts have access to a multilingual interpreter needed check sheet/rights advisory for pro se clients, created by AOC. The sheet informs clients in 11 languages that they are entitled to an interpreter free of charge, and asks them to check the box by the language they need.
- The District Court uses a cover sheet for every domestic and civil filing that includes language inquiring whether an interpreter is needed. The cover sheet is included in pro se packets and is also available on the website.
- The language access planning team is concerned about the frequency with which attorneys fail to give the court advance notice of interpreter need. The District Court Chief Judge, Court Executive Officer and Interpreter Coordinator are collaborating on addressing this concern, in an ongoing effort.
- In the District Court's Drug Courts, interpreter need is identified at orientation and coordinators alert the Interpreter Coordinator.
- In the Magistrate Court's DWI Drug Court, coordinators identify interpreter need at screening and alert the Interpreter Coordinator.
- Interpreters are automatically assigned to the following District Court events: judges' dockets; hearing officer dockets; special commissioner dockets; grand jury orientation; jury trials; adult and juvenile drug courts; CYFD mediations; legal advice clinics; legal aid clinics.
- Interpreters are automatically assigned to the following Magistrate Court events: arraignment courtrooms; in-jail arraignments by video conference with judges; jury selections.
- When a case is transferred from Magistrate to District Court, Magistrate Court staff flag the file by adding interpreter need to the title page.

- Recurring interpreter needs should be flagged in the Courts' case management systems. The District Court has a training objective for 2016 of ensuring that employees having initial contact with LEP persons flag those files for interpreter need. These employees include window clerks, Trial Court Administrative Assistants (“TCAAs”), ADR/Mediation Division staff, Children’s Court Mediation staff, court monitors, and Self Help Division staff.

The need for a court interpreter may also be identified prior to a court proceeding by the LEP or deaf person or on the person’s behalf by: the Courts' counter staff, self-help center staff, TCAA's or jury division staff; or by the client/customer's advocate, family member or attorney.

The need for an interpreter may also be made known in the courtroom at the time of the proceeding. The Courts display signs in English, Spanish, Navajo and Vietnamese that state: “You have the right to an interpreter at no cost to you. If you cannot speak or understand English, or if you need an American Sign Language interpreter, please contact the clerk for assistance” (*see Attachment F*). The Courts display these signs at the following locations:

- ➔ District Court: building entrance, clerk’s windows, every court division, public display boards.
- ➔ Magistrate Court: building entrance, clerk’s windows, and each courtroom.

The District Court Executive Officer and Court Manager of Magistrate Court are responsible for ensuring signage remains posted.

Additionally, the judge may determine that it is appropriate to provide an interpreter for a court matter. When this occurs, the judge flags the file to alert staff.

In a case where the court is mandated to provide an interpreter, but one is not available at the time of the proceeding even after the court has made all reasonable efforts to locate one, the case will be postponed and continued on a date when an interpreter can be provided.

D. Court Interpreter Qualifications and Availability

The Third Judicial District schedules spoken and signed language interpreters for courtroom hearings in compliance with Supreme Court rules and AOC policies.

Interpreters for all New Mexico state courts are scheduled using a centralized interpreter scheduling management system managed by AOC. Court staff submit requests to the local AOC Language Access/Interpreter Coordinator, who broadcasts the interpreter assignments to interpreters located as close to the court as possible. One AOC Coordinator/Interpreter (Anabel Vela) is housed at the District Court and one (Alex Araiza) is housed at the Magistrate Court.

The AOC maintains a statewide roster of certified court interpreters, registered interpreters in languages other than Spanish, and justice system interpreters who may work in the courts. This roster is available to court staff and the public on the internet at: <https://languageaccess.nmcourts.gov>

V. LANGUAGE ASSISTANCE PROCEDURES AND RESOURCES OUTSIDE THE COURTROOM

The Third Judicial District is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the courtroom. Language services outside the courtroom

include routing, daily communications and interactions between court staff and LEP individuals as they request information, file documents, schedule appointments, and so on.

This is perhaps the most challenging situation facing court staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. LEP individuals may come in contact with court personnel via the phone, the public counter, or other means.

In the Third Judicial District, the most common points of service outside the courtroom are at the clerk's windows, self-help center, and on the telephone. Bilingual assistance is provided in these areas by the placement of bilingual staff as is practical in these positions. Bilingual staff from elsewhere in the court are also called on to assist as necessary. Sixty-seven percent (67%) of employees who responded to the language access survey stated they were bilingual or somewhat proficient in another language (all Spanish, except for one employee who spoke “French, Spanish, and Creole” and one employee who spoke “Spanish and a little Italian”).

Language Access Specialists (“LASs”) are bilingual employees of the court who have successfully completed justice system language access training through the New Mexico Center for Language Access. They are a category of employee specifically created by the NM Judiciary to ensure the delivery of meaningful language access services in out-of-courtroom settings. LASs are the primary staff members who are equipped and should be called on to handle out-of-courtroom needs.

As of the latest revision of this plan, the Third Judicial District employed the following Spanish-speaking LASs:

- Lily Atencio, Self Represented Litigants Program, District Court
- Veronica Carrasco, Civil Division, District Court
- Javier Cuevas, Civil Division, District Court
- Margarita Esquivel, Criminal Division, District Court
- Sylvia Herrera, Adult Drug Court, District Court
- Robert Segura, Criminal Division, District Court
- Susana Muñoz, Criminal Division, Magistrate Court (Las Cruces)
- Leticia Padilla, Civil Division, Magistrate Court (Las Cruces)
- Román Villa, Criminal Division, Magistrate Court (Las Cruces)
- Norma Márquez, Bench Warrants, Magistrate Court (Anthony)

The Courts will continue to work on identifying gaps in LAS coverage and candidates interested in pursuing LAS training. The Courts' ability to put staff through the LAS training program is contingent on AOC scholarships/court budget. The LAP team will revisit LAS needs at its annual meetings.

In addition, in the District Court, interpreters are periodically called on to assist at the clerk's windows, if available. In the Magistrate Court, interpreters are called on to assist at the clerk's windows on a routine basis.

To facilitate communication between LEP individuals and court staff outside the courtroom, the Third Judicial District uses the following resources:

- Interpreters, Language Access Specialists and other bilingual employees, as detailed above.

- “I Speak” cards in over 60 languages, to identify the individual’s primary language (*see Attachment F*).
- Multilingual signage, as detailed in Section IV C.
- Telephonic interpreting services, which are available to provide assistance at the clerk’s windows and at the self-help center. The telephonic interpreting services are provided in over 175 languages, through Certified Languages International (CLI) (*see Attachment F*).
- When callers telephone either District or Magistrate Court, they hear a recorded message in Spanish with a number to press for service in Spanish. When the caller presses for Spanish, they hear a Spanish recorded message with numbers to press to be connected to various divisions. In Magistrate Court, the phone system then alerts division staff that a Spanish speaker is on the line. In both courts, Spanish speakers are served by an LAS, bilingual staffer, or via CLI; speakers of other languages are served via CLI.
- In District Court, if callers reach voicemail, the main line has a voicemail message in both English and Spanish. The clerk’s office and the various court divisions and programs have their own English and Spanish voicemail messages.
- In Magistrate Court there is no voicemail; after hours callers hear a message with court opening hours, in English and Spanish.
- The District Court jury line has a bilingual recording about reporting.
- The District Court has translated its entire website into Spanish, via certified translators contracted by AOC. The website also contains a Language Access resources section.
- The Courts have access to a Spanish language video with information for domestic violence victims navigating the courts, provided by the NM Attorney General's Office.
- The Magistrate Court has a video arraignment DVD in English, Spanish and Navajo.
- Legal advice clinics, at which an interpreter is present, are held monthly in District Court.
- Self-help center services at District Court include bilingual self-help center staff and telephonic language assistance.
- The District and Magistrate Courts display posters entitled “Welcome to our court- What staff can and cannot do” in Spanish. The Magistrate Court additionally displays this sign in Navajo.
- All signs displayed throughout the District courthouse are translated into Spanish.
- The District Court has created a bilingual jury orientation video, which is posted online.
- In the District and Magistrate Court mediation programs, Spanish-speaking contract mediators are available.
- A multilingual interpreter rights advisory and check sheet, as detailed in Section IV C.
- Resources posted on the AOC Language Access Services webpage at: <https://languageaccess.nmcourts.gov>
- Written resources in Spanish (*see* Section VI).

VI. TRANSLATED FORMS AND DOCUMENTS

The Courts understand the importance of translating forms and documents so that LEP individuals have greater access to needed information and services. The translation of documents is a complex issue for several reasons including whether forms completed in languages other than English should be accepted for filing and, if so, who should bear the cost of translating those documents. Recognizing the need for Supreme Court direction, a statewide Judicial Translation Project Team was convened in 2013 to address the broader implications of document translation. It is expected that direction will be provided to the courts in the form of a Supreme Court Rule in 2017. At such time, the LAP team will amend this plan to reflect the Supreme Court’s direction.

Currently, the following written resources are available for LEP individuals using the Courts:

- In both District and Magistrate Court, if a pleading, motion, or other written communication is submitted in Spanish, the Interpreter Coordinator sends it to AOC for certified translation.
- In the following District Court divisions or programs, either all materials or key materials have been translated into Spanish by certified translators: Jury Division, Adult Drug Court, Juvenile Drug Court, Family Reunification Court, Mediation Division, Lower Rio Grande Water Adjudication Section.
- The Magistrate Court Emergency Action Plan and DWI Drug Court Intake Packet, Supervision Plan and Release of Information have been translated into Spanish by certified translators.
- The Magistrate Court Pro Se Civil Instructional Packet will be translated into Spanish. The Court Manager is responsible for sending this to AOC for translation by October 31, 2016.
- The District and Magistrate courts use Spanish posters and signs (*see* Section V).
- The District Court website is available in Spanish (*see* Section V).
- Statewide District Court Self Help Guide (English/Spanish) covering the following topics: Representing Yourself; Domestic Violence; Divorce; Kinship Guardianship; Probate; Appeals; Resources.
- Magistrate court personal data intake form in bilingual English/Spanish format.
- Multilingual interpreter needed check sheet/rights advisory (*see* Section IV C).
- Bilingual (English and Spanish) handouts are provided by community partners such as Law Access NM; Legal Aid NM; Pegasus Legal Services for Children; Catholic Charities, and United South Broadway. The handouts cover topics such as guardianship, foreclosure, and access to a legal helpline and are available in the District Court Self Help Center.
- As the only state in the United States that seats LEP jurors, the New Mexico AOC provides the following materials (available at <https://jury.nmcourts.gov>):
 - ✓ Spanish: juror questionnaire, qualification form, handbook, FAQs, creed, tips for after jury service, affidavit of age request for permanent exemption, affidavit of non-resident; orientation video open-captioned in Spanish.
 - ✓ Navajo: juror questionnaire and qualification form.
 - ✓ For deaf and hard-of-hearing jurors: orientation video open-captioned in English.

VII. COURT STAFF RECRUITMENT

The Courts are equal opportunity employers and recruit and hire bilingual staff to serve their LEP constituents. Bilingual staff serve the Third Judicial District in the following capacities:

- Language Access/Interpreter Coordinators employed by AOC and housed at the District and Magistrate Courts.
- Court interpreters who serve the court on an on-call basis (coordinated and funded by AOC).
- Language Access Specialists, as detailed in Section V. Depending on funding, the District Court provides compensation and incentives in the form of a \$1 per hour increase to employees who become certified as LASs. In the Magistrate Court, the increase is provided by AOC.
- Bilingual Drug Court Surveillance Officers
- Other bilingual staff who are on call to assist with out-of-courtroom contacts from LEP individuals as needed.
- The District Court actively recruits bilingual contractors to serve its programs. As of the latest

revision of this plan, the mediation program includes bilingual mediators.

VIII. JUDICIAL AND STAFF TRAINING

The New Mexico State Courts and the Third Judicial District are committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered by the New Mexico Supreme Court and the Third Judicial District will be expanded or continued as needed. These opportunities include:

- Mandatory language access training for all new and continuing employees, using a language access training DVD developed by the New Mexico Judiciary and made available to all courts in October 2011. The DVD includes information on the legal basis for language access and goes into detail on procedures for providing services. A policy directive mandating the training was issued by the Supreme Court in the form of an Order in April 2011 (*see Attachment G*). A subsequent policy directive was issued by AOC in October 2011 in the form of a Language Access Training Policy. AOC distributed an accompanying training acknowledgment form which is to be signed by each employee and added to his or her personnel file after training has been completed (*see Attachment H*). In the Third Judicial District, this procedure was completed in September 2012 for District Court and in October 2011 for Magistrate Court.
- Training in working with the deaf and hard-of-hearing, provided by the AOC signed language interpreter coordinator.
- Instruction for all employees on the Courts' LAP policies and procedures, as described in this plan.
- Hands on practice for staff in using language access resources (CLI, I Speak, assistive listening devices).
- Cultural competency training, as curricula become available.
- Scholarships and wage incentives (as available) to encourage the enrollment of current bilingual employees in the Language Access Specialist certificate program offered through the New Mexico Center for Language Access, as available.
- Conferences, judicial conclaves, symposia, etc. that include sessions dedicated to language access topics, organized by AOC Language Access Services and its partner, the NM Center for Language Access.

In the District Court, annual trainings are held at which the Human Resources Administrator Senior (Bridget Becerra) shows the mandatory DVD and trains staff on language access resources and the content of this LAP. In the Magistrate Court, language access training comprises part of annual employee evaluations.

In September 2012, the AOC Statewide Program Manager for Language Access Services and the AOC Signed Language Interpreter Coordinator led five language access training sessions for District Court staff and judges.

After this LAP first became effective, the Court Clerk Supervisor of District Court and the Court Manager of Magistrate Court attended judges meetings to inform judges about the content of the plan.

New employees receive language access orientation shortly after assuming their responsibilities, implemented by Human Resources.

IX. FUNDING AND PROCUREMENT ISSUES

The New Mexico Supreme Court and Administrative Office of the Courts commit significant resources to the following language access efforts to benefit all state courts on a regular basis: signage; assistive listening/interpreting equipment; certified interpreter services for court proceedings for spoken and signed languages; training and certification of interpreters and Language Access Specialists; 24/7 telephonic interpreting available in 175 languages for out-of-courtroom communication with LEP individuals; and the development of related training materials for court personnel and language access service providers. The NM Judiciary will continue to support the Third Judicial District language access efforts through these services and will work to identify new funding opportunities to support language access efforts across the judiciary and specific to the needs of the Third Judicial District, as identified through the current or future language access planning efforts.

X. PUBLIC NOTIFICATION OF LANGUAGE ACCESS PLAN AND SERVICES; COMPLAINT PROCEDURE

The Third Judicial District understands the importance of communicating to the LEP and deaf/hard-of-hearing public that courthouses are accessible. In addition to using signage, “I Speak” cards, voicemail, workshops, DVDs, online materials and written materials as detailed above, the Courts undertake the following outreach measures.

The Courts researched an extensive database of and reached out to community stakeholder organizations in May 2012, advising them that language access planning was underway and soliciting their input, by means of the survey detailed in Section III of this plan. The database will be updated in 2016 and a new survey will be distributed in 2017.

The Courts benefited from a statewide Public Service Announcement highlighting the accessibility of New Mexico's courts which AOC distributed to radio stations in 2013 and 2014 (in English, Spanish, Navajo and Vietnamese).

The Courts undertake the following public outreach activities on a regular basis:

- The District Court periodically sends out press releases about pro se workshops, in both Spanish and English.
- The District Court translates and distributes fliers for pro se events on an as-needed basis. The fliers are distributed throughout the Court, as well as in libraries and churches.
- District Court Drug Courts send out press releases during Drug Court month, in both Spanish and English.
- Court closure notices are distributed to the media, including Spanish language stations.

A hard copy of the Third Judicial District LAP is kept in an area accessible to the public in the clerk's office in each courthouse. The plan is available in Spanish as well as English, translated by certified translators contracted by AOC. Copies of the plan will be provided to the public on request. In addition, the Third Judicial District posts the plan on its website at <https://thirddistrictcourt.nmcourts.gov> and the AOC posts the plan on the Language Access Services page of the New Mexico Judiciary website at <https://languageaccess.nmcourts.gov>. The Magistrate Court does not have a website.

Upon signature of each annual update of the LAP, the District Court CEO sends a notice to the Doña Ana County Bar, enclosing the LAP and the various forms for requesting an interpreter (*see* Section IV C).

Upon signature of each annual update of the LAP, the Chief Judge of the District Court sends an advisory to known local community stakeholders, enclosing the LAP. The advisory is intended to advise the LEP and deaf/hard-of-hearing community that the Court is accessible and to familiarize them with the specific provisions of the Court's LAP. The CEO's Administrative Assistant is responsible for ensuring this is completed.

The Third Judicial District has a complaint procedure for persons who feel their rights have been violated under Title VI. Should any individual wish to make a complaint, the attached complaint procedure and form will be provided to them by the LAP Coordinator (*see Attachment I*). The procedure and form are available in English, Spanish and Navajo and can be translated into additional languages as needed.

XI. APPROVAL AND EVALUATION OF LAP

A. LAP Approval

The Third Judicial District LAP is subject to approval by the District Court Chief Judge, Magistrate Court Presiding Judge, District Court Executive Officer and Magistrate Court Manager. Any revisions to the plan will be submitted to the above parties for approval and then forwarded to the AOC.

B. Annual Evaluation of LAP

The Third Judicial District will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less frequently than annually. The LAP Coordinator is responsible for convening annual meetings.

Every year, the Courts' LAP team will review the effectiveness of the LAP and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies. Elements of the evaluation will include:

- Number of LEP persons requesting court interpreters and out-of-courtroom language assistance.
- Assessment of current language needs to determine if additional services or materials should be provided.
- Assessment of whether language access procedures are operating smoothly.
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out.
- Identifying gaps in LAS coverage and suitable candidates to undergo LAS training.
- Review of any feedback from court employee training sessions.
- Surveys to judges, employees, and community stakeholders and/or revisiting information obtained in earlier surveys, if deemed necessary.
- Ensuring that all time-sensitive references, rules or policies that are subject to change, and individuals mentioned in this plan are up-to-date.

C. Third Judicial District LAP Coordinator:

Claude Bowman, District Court Executive Officer
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D. AOC LAP Coordinator:

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237 Don Gaspar, Santa Fe, NM 87501
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505-827-4853

E. LAP Effective date:

Original effective date: December 31, 2012
Effective date of first revision: July 15, 2014
Effective date of subsequent revision: July 31, 2015
Effective date of subsequent revision: September 15, 2016

F. Approved by:

A handwritten signature in black ink, appearing to read "F. Macias", enclosed within a large, loopy oval shape.

Hon. Fernando Macias, District Court Chief Judge:

Date: 10/7/16

Hon. Norman E. Osborne, Magistrate Court Presiding Judge:

Date:

A handwritten signature in blue ink, appearing to read "C. Bowman", followed by a long horizontal line.

Claude Bowman, District Court Executive Officer:

Date: 10/7/16

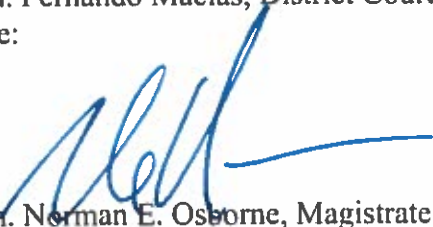
Bernice Ramos, Magistrate Court Manager:

Date:

F. Approved by:

Hon. Fernando Macias, District Court Chief Judge:

Date:

A handwritten signature in blue ink, appearing to be 'F. Macias', with a long horizontal stroke extending to the right.

Hon. Norman E. Osborne, Magistrate Court Presiding Judge:

Date:

Claude Bowman, District Court Executive Officer:

Date:

A handwritten signature in blue ink, appearing to be 'Bernice Ramos', with a large, stylized 'B' and 'R'.

Bernice Ramos, Magistrate Court Manager:

Date: 8-3-14

**Third Judicial District LAP
Attachment A
September 2016**

**Members of the Third Judicial District
Language Access Planning Team**

District Court:

Claude Bowman, Court Executive Officer (**LAP Coordinator**)
Liz Vásquez, Program/Project Coordinator – Self Help Center
Anabel Vela, AOC Language Access/Interpreter Coordinator
Robert Segura, Court Clerk II & Language Access Specialist
Alma Rodríguez, Court Clerk Supervisor – Jury Division
Lisa Betancourt, Mediation Programs Manager
Sylvia Herrera, Drug Court Administrative Assistant & Language Access Specialist
Rosie Stewart, Court Clerk II
Veronica Carrasco, Court Clerk Supervisor
Bernice Montoya, Trial Court Administrative Assistant

Magistrate Court:

Bernice Ramos, Court Manager
Alex Araiza, AOC Language Access/Interpreter Coordinator
Leticia Padilla, Court Clerk Supervisor & Language Access Specialist
Jessica Llamas, Court Clerk Supervisor
Susana Muñoz, Court Clerk Supervisor & Language Access Specialist

**Third Judicial District LAP
Attachment B
September 2016**

SUMMARY OF TASKS AND RESPONSIBLE PARTIES

Task	Timeframe	Responsible Party
Update demographic data in LAP	As available	LAP team
Compile interpreter usage data	Ongoing	Interpreter Coordinators
Update interpreter usage data in LAP	Annually	LAP team
Oversee out-of-courtroom data collection	Ongoing	District Court CEO, Magistrate Court Manager
Update out-of-courtroom data in LAP	Annually	LAP team
Conduct judge, staff and community surveys	Draft questions by 12/31/16 Distribute surveys by 04/30/17 Review at 2017 LAP team meeting	District Court CEO, Magistrate Court Manager
Ensure assistive listening equipment signage remains posted	Ongoing	District Court CEO, Magistrate Court Manager
Address attorney advance notice of interpreter need	Ongoing	District Court Chief Judge, CEO, Interpreter Coordinator
Train staff on flagging interpreter need	12/31/16	District Court CEO
Ensure right to interpreter signage remains posted	Ongoing	District Court CEO, Magistrate Court Manager
Revisit LAS needs	Annually	LAP team
Amend LAP to reflect Supreme Court's direction re: translated forms and documents	As available	LAP team
Ensure pro se civil instructional packet gets translated	10/31/16	Magistrate Court Manager
Hold annual employee trainings	Annually	District Court Human Resources Administrator, Magistrate Court Manager
Update community stakeholder database	12/31/16	District Court CEO, Magistrate Court Manager
Send letter enclosing LAP and interpreter forms to Bar	Upon signature of LAP revision	District Court CEO

Send letter enclosing LAP to stakeholders	Upon signature of LAP revision	District Court Chief Judge & Administrative Assistant
Convene annual team meetings	Annually	District Court CEO

**Third Judicial District LAP
Attachment C
September 2016**

Courtroom Interpreter Data

DISTRICT COURT:

The data in the District Court tables does not reflect every individual LEP client served. The data reflects number of interpreter assignments (ie. judges' dockets; hearing officer dockets; special commissioner dockets; juvenile and adult drug court dockets; grand jury orientation; jury trials; adult and juvenile drug courts; CYFD mediations; legal advice clinics; legal aid clinics). Interpreters serve multiple Spanish-speaking clients during each of those court assignments.

In the District Court, courtroom interpreter use in fiscal year 2016 was as follows:

Language	Number of Interpreter Assignments (Not number of individual clients)	Number of Individual Clients (data available for languages other than Spanish only)
Spanish	1,568	
German		7
American Sign Language		6
Vietnamese		2
C.A.R.T.		2

In the District Court, courtroom interpreter use in fiscal year 2015 was as follows:

FY 2015 Month	Language of Courtroom Interpreter Assignment	# of Interpreter Assignments (Not # of individual clients)
July 2014	Spanish	106
August 2014	Spanish	150
	ASL	2
September 2014	Spanish	138
October 2014	Spanish	123
November 2014	Spanish	98
December 2014	Spanish	126
	ASL	1
January 2015	Spanish	142
February 2015	Spanish	141
March 2015	Spanish	150
April 2015	Spanish	139

May 2015	Spanish	129
	Mandarin	1
	Korean	1
June 2015	Spanish	149
FY 2015 Total # of interpreter assignments (Not # of individual clients)	Vietnamese	1
	ASL	1
	Spanish	1,591
	ASL	4
	Mandarin	1
	Korean	1
	Vietnamese	1

In the District Court, courtroom interpreter use in calendar year 2013 was as follows:

2013 Month	Language of Courtroom Interpreter Assignment	# of Interpreter Assignments (Not # of individual clients)
January	Spanish	163
	ASL	1
February	Spanish	139
	ASL	1
March	Spanish	161
	Chinese	1
April	Spanish	180
May	Spanish	162
June	Spanish	128
	Chinese	1
July	Spanish	178
	Chinese	1
August	Spanish	164
September	Spanish	165
October	Spanish	210
	Chinese	2
November	Spanish	154
December	Spanish	152
2013 Total # of interpreter	Spanish	1,956
	Chinese	5

assignments (Not # of individual clients)	ASL	2
--	------------	----------

In the District Court, courtroom interpreter use in calendar year 2012 was as follows:

2012 Month	Language of Courtroom Interpreter Assignment	# of Interpreter Assignments (Not # of individual clients)
January	Spanish	143
	Chinese	1
February	Spanish	153
March	Spanish	141
April	Spanish	125
	Chinese	1
May	Spanish	150
	Chinese	1
	ASL	1
June	Spanish	122
	ASL	1
July	Spanish	144
	Chinese	1
August	Spanish	153
	ASL	1
September	Spanish	179
	ASL	2
	Arabic	1
October	Spanish	149
November	Spanish	121
	ASL	2
December	Spanish	109
	ASL	1
2012 Total # of interpreter assignments (Not # of individual clients)	Spanish	1,689
	Chinese	4
	ASL	8
	Arabic	1

MAGISTRATE COURT:

In the Magistrate Court (Las Cruces, Anthony and Hatch), courtroom interpreter use in fiscal year 2016 was as follows. It is important to note that the data in the below table does not reflect every individual LEP client served. The data reflects number of court assignments per day; interpreters serve multiple Spanish-speaking clients during each of those assignments.

Language	Number of Interpreter Assignments (Not number of individual clients)	Number of Individual Clients (data available for languages other than Spanish only)
Spanish	1,227	
American Sign Language		6
Russian		2
Korean		2
Polish		2
German		1
French		1
Japanese		1
Vietnamese		1
C.A.R.T.		1

In the Magistrate Court (Las Cruces, Anthony and Hatch), courtroom interpreter use in fiscal year 2015 was as follows:

FY 2015 Month	# of Spanish Interpreter Assignments (Not # of individual clients)
July 2014	83
August 2014	77
September 2014	79
October 2014	103
November 2014	68
December 2014	65
January 2015	73
February 2015	76
March 2015	79
April 2015	81
May 2015	79
June 2015	80

FY 2015 Total # of Spanish Interpreter Assignments**943**

It is important to note that the data in the above table does not reflect every individual LEP client served. The above data reflects number of court assignments per day; interpreters serve multiple Spanish-speaking clients during each of those assignments.

For **languages other than Spanish**, the Doña Ana Magistrate Court used the following interpreters in fiscal year 2015, who served one client per assignment:

Mandarin: 2 assignments in FY15

Korean: 2 assignments in FY15

Punjabi: 1 assignment in FY15

Romanian: 1 assignment in FY15

Russian: 1 assignment in FY15

French: 1 assignment in FY15

German: 1 assignment in FY15

Bosnian: 1 assignment in FY15

ASL: 1 assignment in FY15

In the Magistrate Court, courtroom interpreter use in calendar year 2013 was as follows:

2013 Doña Ana Magistrate Court Spanish Interpreter Assignments (Not # of individual clients)	Las Cruces Spanish Assignments	Anthony Spanish Assignments Tues & Thurs only	Hatch Spanish Assignments	Jail Spanish Arraignments
January	86	9	1	21
February	80	8	1	20
March	84	8	1	22
April	86	9	1	23
May	92	9	1	22
June	80	8	1	22
July	90	9	1	23
August	81	9	1	21
September	74	8	1	22
October	81	9	1	23
November	76	8	1	21
December	67	8	1	20
2013 Spanish Totals	977	102	12	260

It is important to note that the data in the above table does not reflect every individual LEP client served. The above data reflects number of court assignments per day; interpreters serve multiple Spanish-speaking clients during each of those assignments.

Las Cruces – average number of clients per interpreter – 3

Anthony – average number of clients per interpreter- 6

Hatch – average number of clients per interpreter – 2

Jail – average number of clients per interpreter – 2

For **languages other than Spanish**, the Doña Ana Magistrate Court used the following interpreters in 2013, who served one client per assignment:

Arabic: 5 assignments in 2013

Mandarin: 2 assignments in 2013

Cantonese: 1 assignment in 2013

Hindi: 1 assignment in 2013

Vietnamese: 1 assignment in 2013

Korean: 1 assignment in 2013.

In the Magistrate Court, courtroom interpreter use in calendar year 2012 was as follows:

2012 Las Cruces Magistrate Court	# of Spanish Interpreter Assignments per Month	Approximate Number of Individual Clients per Interpreter (Averages about 3 clients per assignment)	Jail Assignment	Approximate Number of Individual Clients per Interpreter (Averages about 2 clients per assignment)
January	72	216	20	40
February	72	216	21	42
March	75	225	22	44
April	72	216	25	50
May	75	225	23	46
June	72	216	21	42
July	72	216	22	44
August	78	234	23	46
September	69	207	20	40
October	78	234	23	46
November	69	207	22	44
December	63	189	19	38
2012 Spanish Totals	867	2,601	261	522

For **languages other than Spanish**, the Las Cruces Magistrate Court used the following interpreters in 2012, who served one client per assignment:

Chinese: 2 assignments in 2012

Arabic: 4 assignments in 2012.

2012 Anthony Magistrate Court	# of Spanish Interpreter Assignments per Month (Meets only on Tue., Wed., Thur.)	Approximate Number of Individual Clients per Interpreter (Averages about 6 clients per assignment)
January	12	72
February	13	78
March	13	78
April	12	72
May	15	90
June	12	72
July	13	78
August	14	84
September	12	72

October	14	84
November	13	78
December	10	60
2012 Spanish Totals	153	918

2012 Hatch Magistrate Court: Meets once a month- 12 Spanish interpreter assignments in 2012- Approximately 2 clients per assignment = 24 clients in 2012.

**Third Judicial District LAP
Attachment D
September 2016**

Out of Courtroom Data

DISTRICT COURT:

In Fiscal Year 2016, the District Court tracked out of courtroom LEP encounters in the Jury and Self Help Divisions. Data on LEP encounters (all were Spanish) in these two divisions is set out in the following two tables:

JURY DIVISION	
Month	Encounters with LEP Spanish Speakers
JULY 2015	122
AUGUST 2015	133
SEPTEMBER 2015	94
OCTOBER 2015	323
NOVEMBER 2015	74
DECEMBER 2015	96
JANUARY 2016	51
FEBRUARY 2016	304
MARCH 2016	291
APRIL 2016	230
MAY 2016	494
JUNE 2016	257
TOTAL	2,469

SELF HELP CENTER	
Month	Encounters with LEP Spanish Speakers
JULY 2015	127
AUGUST 2015	147
SEPTEMBER 2015	84
OCTOBER 2015	81
NOVEMBER 2015	78
DECEMBER 2015	44

JANUARY 2016	105
FEBRUARY 2016	113
MARCH 2016	112
APRIL 2016	127
MAY 2016	92
JUNE 2016	112
TOTAL	1,222

In the District Court, out of courtroom LEP encounters in Fiscal Year 2015 were as follows:

Division of District Court	Language	Number of encounters July 2014 – Dec 2014	Number of encounters Jan 2015 – June 2015
Jury	Spanish	619	1,069
Self Help	Spanish	266	326
Civil	Spanish		90
Criminal	Spanish		113
Domestic Matters	Spanish		415
Domestic Violence	Spanish		150
Mediation	Spanish		60
Total	Spanish	885	2,223

In the District Court, out of courtroom LEP encounters in calendar year 2013 were as follows:

Division of District Court	Language	Number of encounters January – December, 2013
Civil	Spanish	93
Criminal	Spanish	232
Domestic Matters	Spanish	162
	ASL	3
Domestic Violence	Spanish	250
Self Help	Spanish	711
	ASL	4
	Chinese	2
2013 Total # of out-of-courtroom encounters across 5 divisions	Spanish	1,448
	ASL	7
	Chinese	2

MAGISTRATE COURT:

In the Magistrate Court (Las Cruces, Anthony and Hatch), out of courtroom LEP encounters July 2015 - January 2016 were as follows. Data for the remainder of Fiscal Year 2016 was unavailable. All encounters were Spanish.

FY 2016 Month	Encounters with LEP Spanish Speakers
JULY 2015	34
AUGUST 2015	45
SEPTEMBER 2015	18
OCTOBER 2015	7
NOVEMBER 2015	19
DECEMBER 2015	6
6 Month Total	129

In the Magistrate Court (Las Cruces, Anthony and Hatch), out of courtroom LEP encounters July - December 2014 were as follows. Data for the remainder of Fiscal Year 2015 was unavailable. All encounters were Spanish.

FY 2015 Month	Number of Encounters
JULY 2014	148
AUGUST 2014	224
SEPTEMBER 2014	218
OCTOBER 2014	443
NOVEMBER 2014	189
DECEMBER 2014	105
6 Month Total	1,327

**Third Judicial District LAP
Attachment E
September 2016**

Survey Reports

Judge Survey Report

In May 2012, a language access survey was distributed to judges in the Third Judicial District, eliciting ten responses. Sixty-seven percent (67%) of respondents were aware of the language access requirements of Title VI of the 1964 Civil Rights Act and 90% were aware of the court's responsibilities under the Americans with Disabilities Act.

One hundred percent (100%) of the judges rated language access for LEP individuals as "important" (0% rated it either "neutral" or "unimportant"). When asked to rate the importance of language access for deaf individuals, the judges gave the same response.

One hundred percent (100%) of the judges require the services of an interpreter "frequently" (0% require interpreters "occasionally" or "never"). Seventy percent (70%) of judges have had to delay a court proceeding due to the unavailability of a certified interpreter.

Eighty percent (80%) stated they felt it essential that an interpreter working in their court be certified, while 20% felt it was not essential. Seventy-five percent (75%) swear interpreters in for each proceeding. Twenty-five percent (25%) had attempted to communicate with an LEP or deaf individual directly, without the assistance of an interpreter, while 75% had not done so.

Judicial Employee Survey Report

Sixty-three (63) employees completed the employee survey circulated in May 2012. The survey screened out respondents to ensure that 100% of participants have direct contact with court clients/customers in the course of their job duties. Seventy-eight percent (78%) of participants worked in the Doña Ana County District Court and 22% in the Magistrate Court.

Eighty-seven percent (87%) of respondents rated language access for LEP individuals as "important" with 11% rating it "neutral" and 2% "unimportant." Eighty-eight percent (88%) rated language access for the deaf as "important" with 12% rating it "neutral" and 0% "unimportant."

When asked how often they came into contact with LEP clients/ customers, 61% said "frequently," 36% "occasionally" and 3% "never." When asked about the deaf, 3% came into contact "frequently," 60% "occasionally" and 37% "never."

Among those clients/customers needing language access services, Spanish was noted as the most frequently requested language, with 87% of employees having come into contact with Spanish-speaking LEP persons. Employees reported the next highest need as ASL (42% had come into contact); followed by Chinese at 10%; Korean at 5%; Arabic at 3%; and Navajo, German, French and Italian at 2% each.

Sixty-seven percent (67%) of employees were bilingual or somewhat proficient in a foreign language (all Spanish, except for one employee who spoke "French, Spanish, Creole" and one employee who

spoke “Spanish and a little Italian”). Forty percent (40%) had been called on to interpret for an LEP client/customer. Twelve percent (12%) of employees had encountered difficulties when attempting to secure the services of a certified interpreter while 88% had not encountered difficulties.

When asked what language access services are available in their court, 87% of employees knew about in-person interpreters; 8% about telephone or video interpreters; 23% about posted signs regarding the right to an interpreter; 5% about “I Speak” cards and 11% about Language Access Specialists.

Eighteen percent (18%) of employees indicated that they had received training to assist LEP or deaf clients/customers while 82% had not. Ninety-five percent (95%) stated they would attend training if it were available.

[Note: *see* Section VIII for timeline on which training was subsequently completed in the Courts].

Community Stakeholder Survey Report

Eight community agencies participated in the May 2012 survey, which had been distributed to stakeholders such as legal aid, justice system and treatment provider organizations. Extensive research was conducted to come up with that database of community stakeholders and the database will be a useful resource for the Courts on an ongoing basis.

Respondents were screened out to ensure that all participants served clients/had members who were LEP, deaf or hard-of-hearing and who had used the Third Judicial District courts. All of the community stakeholders reported having clients/members who were LEP and 62% also had clients/members who were deaf or hard-of-hearing. One hundred percent (100%) had clients/members who had been involved with or needed the services of the Doña Ana County District Court, and 62% had also used the Magistrate Court.

When asked what languages were spoken by their clients/members, 100% of respondents said Spanish, 62% ASL, 12% Chinese and 12% Russian.

Eighty-eight percent (88%) said their clients/members needed courtroom interpreter services “frequently,” while 12% needed them “infrequently” and 0% “never.” Eighty-eight percent (88%) of respondents said the Courts always provided interpreters when needed. When asked whether they had ever encountered any difficulties securing the services of an interpreter, 38% said “yes” and 62% said “no.” When asked if there was any difference in the Courts' ability to provide services in Spanish versus less commonly spoken languages, 50% said “yes” and 50% said “no.”

When asked whether judges were helpful in addressing the needs of LEP or deaf individuals, 62% said “yes,” 38% “sometimes” and 0% “no.” When asked whether court employees were helpful, the stakeholders gave the same response.

Four of the eight responding agencies receive referrals from the Courts. Of these, 75% report providing language access services at their agencies.

Welcome to the New Mexico Judicial System



Bienvenidos al Sistema Judicial de Nuevo México

Hệ Thống Tòa Án của Tiểu Bang New Mexico chào đón quý vị.

Yá'át'ééh, koji' Yootó Aadahwiinít'í bíł da'íníishjį' cho'iisíníł'íid.

You have the right to an interpreter at no cost to you.

Tiene derecho a recibir servicios de un intérprete sin costo.

Quý vị có quyền được hưởng dịch vụ miễn phí của thông dịch viên.

Bee na'áhoot'í' ata' halne'é náhólóogo t'áájiik'é.

If you cannot speak or understand English, or if you need an American sign language interpreter, please contact the clerk for assistance.

Si no sabe hablar o no entiende inglés, o si necesita un intérprete de señas, comuníquese al empleado en la ventanilla.

Nếu quý vị không nói được hoặc không hiểu được tiếng Anh, hoặc nếu quý vị cần dịch vụ của thông dịch viên sử dụng Ngôn Ngữ Cử

Chỉ của Hoa Kỳ (American Sign Language), xin liên lạc với thư ký
òa án để được giúp đỡ.

Doo yáníktígóó ẹi doodaii Bilagáana bizaad doo diníts'a'góó ẹi aají doo
yádaakti'ígíí bá ata' halne'é lá' bá dahóló, t'áá shóodi áka'anídaalwo'ígíí lá' bich'í'
hanídziih.



New Mexico Judiciary



The Purpose of This Language Identification Guide

As the limited English proficient (LEP) population continues to increase nationwide, the number of LEP defendants, victims, and witnesses processed through the criminal justice system will also increase. This guide can help to obtain interpretive services, which is the first step in working with LEP persons. It is also intended as a resource for the criminal justice community to ensure consistent and effective interaction with LEP persons.

I speak ...

A

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমি বাংলা কথা বোলতে পারি

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာလို ပြောတတ်ပါတယ်။

S

Sign Language (American)



Slovak

Hovorím po slovensky

Somali

Waxaan ku hadlaa af-Soomaali

Spanish

Yo hablo español

Swahili

Ninaongea Kiswahili

Swedish

Jag talar svenska

T

Tagalog

Marunong akong mag-Tagalog

Thai

พูดภาษาไทย

Turkish

Türkçe konuşurum

U

Ukrainian

Я розмовляю українською мовою

Urdu

میں اردو بولتا ہوں

Europe

Albanian Tregoni me gisht gjuhën që flitni. Do të gjejmë një përkthyes për ju.	Shqip
Armenian Ծոց տալք ո՞ր մէկ լեզուն ևը խօսիք՝ դա՞նքդի թարգմանիչ մը կանչել տանք.	Հայերէն
Basque Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail bateri deituko deutsagu.	Euzkera
Bulgarian Посочете Вашия език. Ние ще извикаме преводач за Вас.	Български език
Catalan Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català
Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski
Czech Ukažte, který je váš jazyk. Zavoláme tlumočníka.	Česky
Danish Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk
Dutch Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands
Estonian Näidake oma emakeelele. Me muretseme teile tõlgi.	Eesti Keel
Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	Suomi
French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français
German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch
Greek Δείξτε ποιά γλώσσα μιλάτε και θα κληθεί ένας διερμηνέας.	Ελληνικά
Hungarian Válassza ki az ön által beszélt nyelvet. Kapcsoljuk a tolmácsot.	Magyar

Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba
Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
Polish Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski
Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
Russian Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык
Serbian Молим Вас, покажите нам Ваш језик. Зваћемо тумача за Вас.	Српски
Slovak Ukážte na vašu reč. Zavoláme tlmočníka.	Slovensky
Spanish Señale su idioma. Se llamará a un intérprete.	Español
Swedish Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska
Ukrainian Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
Yiddish וועזט אן אויך איינער שפראך. מע וועט אַנקלינגען אַן איבערזעצער.	ייִדיש

Pacific Islands

Akan Ituro mo ro atong hambae. Magtawag kami et mag-interprete.	Aklanon
Fijian Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti
Ilocano Itudom iti saom. Umayab kam iti interprete.	Ilokano
Indonesian Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
Malay Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
Samoan Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa
Tagalog Pakituro mo nga ang iyong wika. Magpapatawag ako ng interprete.	Tagalog
Tongan Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea.	Tonga

India, Pakistan, and Southwest Asia

Bengali আপনি কোন ভাষায় কথা বলেন - জানান। আপনার সবার জন্য একজন অনুবাদক আসছেন।	বাংলা
Bhojpuri ऐजाके मातृभासा क बा ? ऐजासेन एमो दुप्राविया बोलादेस जाईस।	भोजपुरी
Gujarati તમારી બાષા ઈશાસથી ખતાવો. તમાશ માટે બાષા(તર ફરાર બોલાવી અપાશે.	ગુજરાતી
Hindi अपनी भाषा इमारे से दिखाइये। आपके लिए दुप्राविया बुलाया जाएगा।	हिन्दी
Malayalam നിങ്ങളുടെ മാതൃഭാഷையை കാണിക്കി. ഞങ്ങൾ നിങ്ങളുടെ ഭാഷയിൽ അനുഭവിക്കാൻ ഒരു വ്യക്തിയെ അയയ്ക്കും.	മലയാളം
Nepali आपनो भाषा चिनाउनु होस्। तपाईंको भाषा बोल्ने व्यक्ति बोलाइने छ।	नेपाली
Punjabi ਅਪਣੀ ਬੋਲੀ ਇਸਾਰੇ ਨਾਲ ਦਸੋ। ਤੁਹਾਡੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਵੇਗਾ।	ਪੰਜਾਬੀ
Sinhalese මමේ තාතාම වෙසිමි කෙමිමින. සිංහල කතා කරන කෙනෙකි නොකරනවා	සිංහල
Tamil எந்த மொழியில் சொற்பாடுகள் தேவையோ அந்த மொழியை காண்பிடுகவும். தந்த மொழியைக் காட்டி இந்தவர் வீதரவில் செய்யப்படும்	ஆங்கிலம்
Urdu آپ کون سی زبان میں بات کرنا پسند کریں گی؟ آپ کی مدد کیلئے ابھی کی ترجمان کو بلا یا جائے گا.	اُردو



Language Interpreter Identification Card

(800)CALLCLI
(800) 225-5254

This card is set up to help you identify what language a person speaks so Certified Languages International (CLI) can offer you an interpreter. These are the most common encountered languages in the United States and Canada.

Here is how this card works:

When a non-English speaking person is encountered, show him/her the card in the area of the world you believe he/she comes from.

The message underneath each language instructs them to point to his/her language and that an interpreter will be called.

Example:

English	English
---------	---------

Point to your language.
An interpreter will be called.

Call CLI with your information and ask for an interpreter for the language selected. You will be put on hold momentarily while the interpreter is contacted.

CERTIFIED LANGUAGES INTERNATIONAL

© Certified Languages International 2008 · Please contact us for any questions about this or other services we provide US or Canada call 1.800.362.3241.
Certified Languages International · 4724 SW Macadam, Suite 100 · Portland, OR 97239



Need an Interpreter?



1. Dial 1.800.CALL CLI **(1.800.225.5254)**
2. When the operator answers, tell them:
 - a. Your customer code is:
 - b. The court you are calling from: _____
 - c. The language that you need: _____
 - d. Your name, phone number, and case number if for a court proceeding
 - e. Please let the operator know if you would like to connect to multiple parties (call a juror at home for example)
3. The operator will connect you with an interpreter promptly.

24 hours a day 7 days a week



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24 hours a day 7 days a week



Guidelines for Using a Telephone Interpreter

For a Court Proceeding – Requires Prior AOC Approval

- CLI is available primarily for use outside of the Courtroom.
- If a last minute need arises or for a short (5-30 minute proceeding),
- CLI may be used with the prior approval of AOC.
- Contact Pam Sánchez, 505-827-4822 or aocpis@nmcourts.gov

Etiquette

- Address/look at the Limited English Proficient (LEP) person
- A warm smile and courteous works go a long way to help the LEP person feel more comfortable
- Avoid side conversations-they can create a sense of isolation and suspicion for the LEP person and make it difficult for the interpreter to know what to interpret.

Dialogue

- Explain that all information is confidential and encourage questions
- Speak clearly
- If multiple people are involved in the conversation, Encourage them to speak one at a time
- Short sentences are easiest to interpret
- Speak freely – all CLI interpreters are sworn to confidentiality and Interpreting Code of Ethics
- Encourage the interpreter to clarify terms with you

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Etiquette

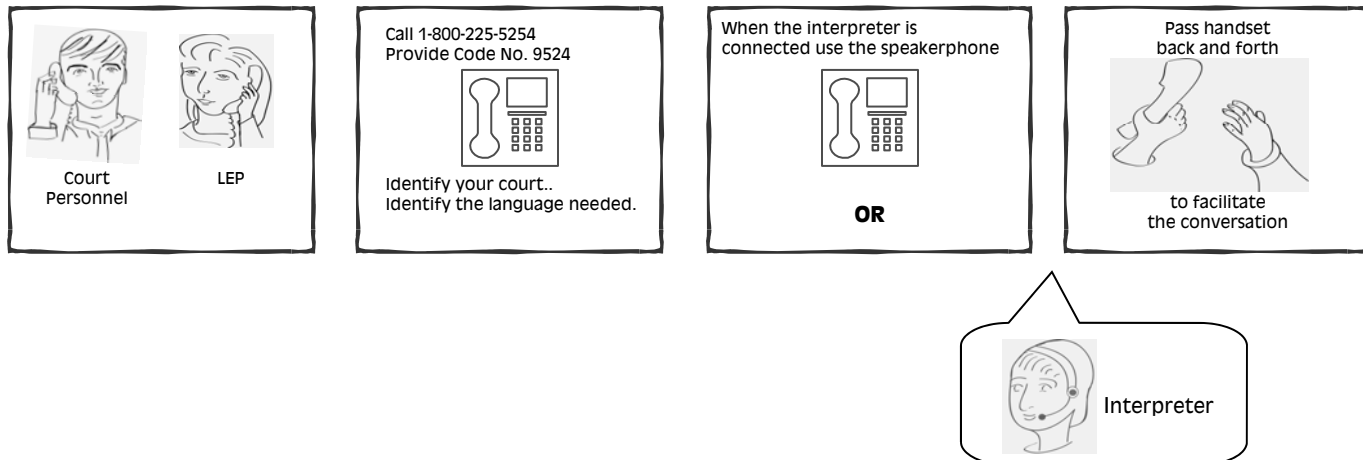
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Dialogue

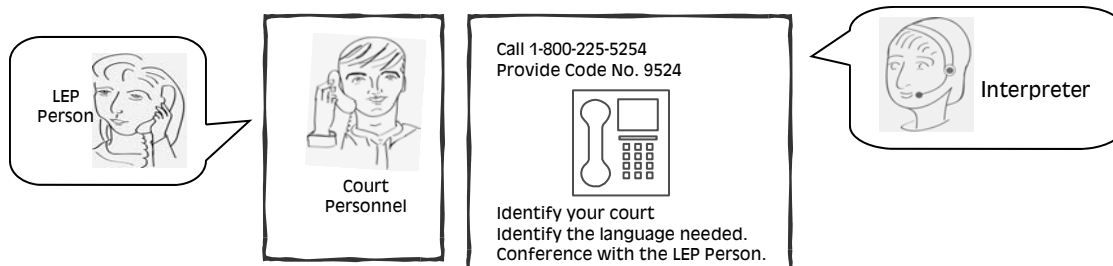
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Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

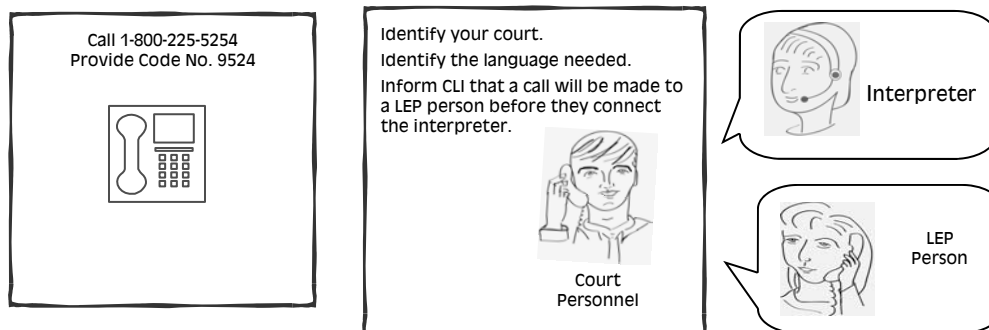
1) You are face to face with a Limited English Proficient (LEP) Person:



2) You receive a call from a Limited English Proficient Person:



3) You need to make a call to a Limited English Proficient Person:



FILED IN TRUE COPY
Catherine J. Velazquez
Clerk of the Supreme Court
of the State of New Mexico

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IN THE SUPREME COURT OF THE STATE OF NEW MEXICO

April 6, 2011

NO. 11-8500

IN THE MATTER OF THE APPROVAL
OF THE MANDATORY LANGUAGE ACCESS TRAINING
FOR THE JUDICIAL BRANCH OF GOVERNMENT

ORDER

WHEREAS, this matter came on for consideration by the Court upon recommendation of the Administrative Office of the Courts to approve the language access training DVD, *Language Access is Equal Access*, and to ensure that all present and future judicial employees view the training DVD; and

WHEREAS, the language access training DVD is part of the New Mexico Judiciary's effort to ensure that all New Mexico residents, regardless of their ability to speak or understand the English language, receive qualified language assistance when involved with the New Mexico state courts, and the Court having considered said recommendation and being sufficiently advised, Chief Justice Charles W. Daniels, Justice Patricio M. Serna, Justice Petra Jimenez Maes, Justice Richard C. Bosson, and Justice Edward L. Chávez concurring;

NOW, THEREFORE, IT IS ORDERED that the recommendation is ADOPTED and the language access training DVD, *Language Access is Equal*


1
2 *Access*, is APPROVED; and

3 IT IS FURTHER ORDERED that all New Mexico judicial entities shall
4 ensure that present and future judicial employees view the language access
5 training DVD as soon as practicable.
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7 Done in Santa Fe, New Mexico, this 6th day of April 2011.
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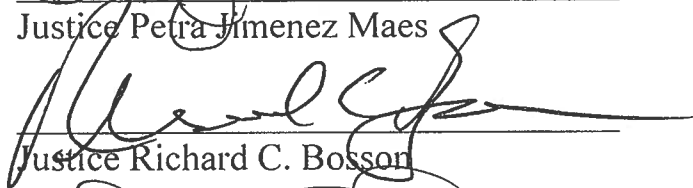
11 Chief Justice Charles W. Daniels

12 

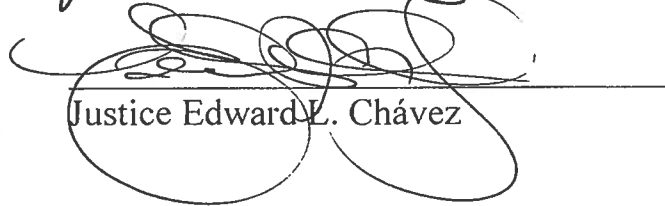
13 Justice Patricio M. Serna

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15 Justice Petra Jimenez Maes

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17 Justice Richard C. Bosson

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19 Justice Edward L. Chavez
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NEW MEXICO JUDICIAL BRANCH

GENERAL POLICY AND PROCEDURE

LANGUAGE ACCESS TRAINING POLICY

1. PURPOSE

The purpose of this policy is to ensure that all employees of the New Mexico Judiciary understand the importance of, the basis for, and their role in providing qualified language assistance to all individuals who use or may use the services of the New Mexico state courts.

The New Mexico Judicial Branch is committed to ensuring access to justice for all New Mexico residents and recognizes that language access is a significant aspect of equal access to justice at all points of public contact with the judiciary, within and outside the courtroom and courthouse. This commitment is consistent with both state and federal law.

Title VI of the Civil Rights Act of 1964 provides that “No person in the United States, shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” 42 U.S.C. §2000d (2010). The U.S. Supreme Court has determined that discrimination based on language (whether intended or not) is a form of national discrimination prohibited by Title VI.

The Constitution of the State of New Mexico references language access in multiple sections including the following.

Article II, Section 14 *“In all criminal prosecutions, the accused shall have the right to appear and defend himself in person, and by counsel; to demand the nature and cause of the accusation; to be confronted with the witnesses against him; to have the charge and testimony interpreted to him in a language that he understands; ...”*

and

Article VII, Section 3 provides that “[t]he right of any citizen of the state to...sit upon juries, shall never be restricted, abridged or impaired on account of...inability to speak, read or write the English or Spanish languages.” To comply with this constitutional mandate, the Supreme Court has charged that “all courts should strive to incorporate all New Mexico citizens into our jury system regardless of the language spoken by a prospective NES (non-English speaking) juror.” (Non-English Speaking Juror Guidelines, p. 2)

NEW MEXICO JUDICIAL BRANCH

GENERAL POLICY AND PROCEDURE

This policy has a broad application and applies to justices, judges, and all employees (probationary, term, classified, at-will and temporary employees).

2. EDUCATIONAL PROGRAMS

- A. Each judicial entity shall ensure every employee completes the AOC-approved language access training within six (6) months of hire.
- B. The Administrative Authority or designee shall certify to the Director by the first of January each year that all current employees of that judicial entity have previously received training or will receive the above training within the next six (6) months.
- C. Follow-up language access training and training on the court's language access plan may be provided, as appropriate.
- D. Each employee who attends language access training shall sign an acknowledgement that the employee has attended the training.
- E. Viewing of the Language Access Video is required by all New Mexico Judicial Branch employees (at-will employees, term, temp) and provides information that includes:
 - (1) an overview of pertinent state and federal law;
 - (2) what constitutes meaningful language access;
 - (3) a review of the role of the certified court interpreter;
 - (4) the employee's role in ensuring meaningful language access;
 - (5) a review of the language access resources provided by the Administrative Office of the Courts.

Effective Date:


Arthur W. Pepin, Director
Administrative Office of the Courts


Date

Dev: 5/2011

NEW MEXICO JUDICIAL BRANCH
LANGUAGE ACCESS TRAINING
ACKNOWLEDGMENT FORM

My signature below acknowledges:

- (1) That I viewed the AOC approved Language Access Training Video.
- (2) Receipt of the New Mexico Judicial Branch Language Access Training Policy and Supreme Court Order #11-8500 approving the policy on April 6, 2011.
- (3) My commitment to read and understand the Policy.
- (4) That should I have any questions or concerns regarding the training or policy I will contact the AOC Court Services Division, at 827-4822.

Court (Please Print)

Employee Name (Please Print)

Employee Signature

Date

Original: Employee Personnel File
Copy: Employee & Court Services Division
Copy: AOC HR

**Third Judicial District
Language Access Plan
Attachment H - Complaint Procedure and Form**

Should a court client/customer feel that his/her rights to meaningful language access have not been met by the Courts, the following procedure may be followed to register a complaint:

1. The person with the complaint (the complainant) should contact the Third Judicial District Language Access Plan (LAP) Coordinator to report the complaint by completing and submitting the attached Title VI Complaint Form.

Contact information: Claude Bowman, Court Executive Officer, Third Judicial District Court, 201 W Picacho Ave, Las Cruces, NM 88005, lcrdcxb@nmcourts.gov, (575) 523-8283.

2. If the complainant does not believe that their concerns have been adequately addressed or resolved with the Third Judicial District LAP Coordinator, the complainant should contact the NM Administrative Office of the Courts (AOC) Senior Statewide Program Manager, Language Access Services.

Contact information: Paula Couselo, Senior Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, NM 87501, aocpvc@nmcourts.gov, (505) 827-4853.

3. The complainant may also, at any time in this process, contact the United States Department of Justice.

Contact information: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 or (202) 307-2678 (TDD).

Third Judicial District Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any of program or activity receiving federal financial assistance.” The United States Supreme Court has determined that excluding participants because of an inability to speak English may constitute discrimination on the basis of national origin in violation of Title VI (*Lau v. Nichols* (1974) 414 U.S. 563).

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact us at:
Third Judicial District Court: lcrdcxb@nmcourts.gov, (575) 523-8283.

Please complete and return this form to:
Claude Bowman, Court Executive Officer
Third Judicial District Court
201 W Picacho Ave, Las Cruces, NM 88005
lcrdcxb@nmcourts.gov
Fax: (575) 523-8290

1. Name of person filing complaint (the complainant):
2. Complainant's Address:
3. Complainant's Contact Information: Home Phone: Work Phone: Mobile Phone: E-mail:
4. If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant: Name:

**Third Judicial District
Language Access Plan
Attachment H - Complaint Procedure and Form**

Address:
Phone:
E-mail:
Relationship to Complainant:

5. Please describe, in your own words, in what way you believe that your rights to language access were not met and whom you believe was responsible. Please use the back of this form or additional pages as needed.

6. Please indicate the date/s when the above occurred:

7. Please sign below:

Signature _____
Date Signed _____

Return this form to:

Claude Bowman, Court Executive Officer
Third Judicial District Court
201 W Picacho Ave, Las Cruces, NM 88005
lcrdcxb@nmcourts.gov
Fax: (575) 523-8290

Tercer Distrito Judicial
Plan de Acceso Lingüístico
Anexo H - Procedimiento y formulario para presentar quejas

En caso de que un cliente de los Tribunales considere que el Tribunal no ha respetado sus derechos a tener acceso a servicios lingüísticos pertinentes, se podrá seguir el siguiente procedimiento para presentar una queja:

1. La persona que tiene la queja (el reclamante) debe comunicarse con el Coordinador del Plan de Acceso Lingüístico (a partir de aquí denominado LAP, por sus siglas en inglés) del Tercer Distrito Judicial para presentar su queja, para lo cual deberá llenar y entregar el Formulario de quejas bajo el Título VI adjunto.

Información de contacto: Claude Bowman, Court Executive Officer, Third Judicial District Court, 201 W Picacho Ave, Las Cruces, NM 88005, lcrdctxb@nmcourts.gov, (575) 523-8283.

2. Si el reclamante no cree que se hayan tratado o resuelto sus inquietudes adecuadamente con el Coordinador del LAP del Tercer Distrito Judicial, el reclamante deberá comunicarse con el Director del Programa a nivel estatal para cuestiones de acceso lingüístico, de la Oficina de Administración de Tribunales de Nuevo México (AOC, por sus siglas en inglés).

Información de contacto: Paula Couselo, Senior Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, NM 87501, aocpjs@nmcourts.gov, (505) 827-4853.

3. El reclamante también puede comunicarse con el Departamento de Justicia de los Estados Unidos en cualquier etapa de este proceso.

Información de contacto: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 o (202) 307-2678 (TDD).

Tercer Distrito Judicial

Formulario de quejas bajo el Título VI

El Título VI de la Ley de Derechos Civiles de 1964 establece que “Ninguna persona en los Estados Unidos será excluida de participar en ningún programa o actividad que reciba ayuda económica federal, ni se le negarán los beneficios de dichos programas o actividades, ni será objeto de discriminación debido a su raza, color u origen nacional”. El Tribunal Supremo de los Estados Unidos ha determinado que excluir a participantes por su incapacidad para hablar inglés podría constituir discriminación por origen nacional, en contravención a lo establecido en el Título VI (Lau v. Nichols (1974) 414 U.S. 563).

La información que le pedimos a continuación es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para llenar este formulario, por favor comuníquese con nosotros en:

Third Judicial District Court: lcrdcxb@nmcourts.gov, (575) 523-8283.

Sírvase llenar este formulario y enviarlo a:

Claude Bowman, Court Executive Officer
Third Judicial District Court
201 W Picacho Ave, Las Cruces, NM 88005
lcrdcxb@nmcourts.gov
Fax: (575) 523-8290

1. Nombre de la persona que presenta la queja (el reclamante):
2. Dirección del reclamante:
3. Información de contacto del reclamante: Teléfono de la casa: Teléfono del trabajo: Teléfono celular: Correo electrónico:
4. Si está presentando la queja en nombre de otra persona, por favor incluya su nombre, dirección, número de teléfono y parentesco con el reclamante: Nombre: Dirección: Teléfono:

Tercer Distrito Judicial
Plan de Acceso Lingüístico
Anexo H - Procedimiento y formulario para presentar quejas

Correo electrónico:
Parentesco con el reclamante:

5. Describa, en sus propias palabras, de qué manera cree que no se han respetado sus derechos a tener acceso lingüístico y quién cree usted que fue responsable de ello. Puede usar el reverso de este formulario o páginas adicionales si fuera necesario.

6. Indique la(s) fecha(s) en que se produjo lo anterior:

7. Firme a continuación:

Firma _____

Fecha en que se firma _____

Envíe este formulario a:

Claude Bowman, Court Executive Officer
Third Judicial District Court
201 W Picacho Ave, Las Cruces, NM 88005
lcrdcxb@nmcourts.gov
Fax: (575) 523-8290

**Third Judicial District
Language Access Plan
Attachment – Complaint Procedure & Form**

T'áa háida aadahwiinít'ígí t'áa bí bizaad binahjí' t'áa altso yik'i'dootíhgo hazhó'ó bá í'doolníł bee bá haz'ánígíí doo bik'ehgo é'élnéehda nízingo éi kwe'é alkéé' honí'áago daasdzhígíí bik'ehgo yaa saad hodooleel dóo yee naaltsoos niidooltsoos:

1. Saad hólónígíí (complainant wolyé) éi díí Third Judicial District Court Language Access Plan (LAP) Coordinator nilíígo naalnishígíí yaa saad hólónígíí yíł hodoólnihgo naaltsoos Title VI Complaint Form yá haididoolíł.

Bich'í' hodoónihígíí: Claude Bowman, Acting Court Executive Officer, Third Judicial District Court, 201 W Picacho Ave, Las Cruces, NM 88005, lcrdcb@nmcourts.gov, (575) 523-8201

2. Saad hólónígíí niláhjí Third Judicial District LAP Coordinator bíł haz'áágóne' t'áadoo hazhó'ó k'ééházdòda niizíí'go éi NM Administrative Office of the Courts (AOC) Statewide Program Manager Language Access Services yíł hodoólnih.

Bich'í' hodoónihígíí: Paula Couselo, Statewide Program Manager, Language Access Services, NM Administrative Office of the Courts, 237 Don Gaspar, Santa Fe, New Mexico 87501, aocpvc@nmcourts.gov, (505) 827-4822.

3. Saad hólónígíí alldó' t'áa hoolzhishgi United States Department of Justice alldó' yíł hodoólnihígíí.

Bich'í' hodoónihígíí: Federal Coordination and Compliance Section, Civil Rights Division, United States Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530, (888) 848-5306 éi doodago (202) 307-2678 (TDD).

**Third Judicial District
Language Access Plan
Attachment – Complaint Procedure & Form**

**Third Judicial District
Title VI Complaint Form – Saad Hojileehgo Naaltsoos Hadil'ínígíí**

Beehaz'áanii Title VI of the Civil Rights Act of 1964 yee nihodini'áago éí “Wááshindoon biyáál bee dajilniishgo éí bíla'ashdla'ii United States biyi' kééhat'íinii háida bíla'ashdla'ii ał'aa dine'í nilínígíí biniinaa, bikáí ánoolinígíí éí doodago adahwiis'áádéé' kéyahdéé' naagháhígíí biniinaa áká i'ilyeed ádaat'éí bits'aa kóolzin dóo baah yit'ínígíí dóo bits'áájí idlínígíí doo bee haz'áada doo.” United States Supreme Court álátahdi aadahwiinít'í yee nihodini'á éí Bilagáana bizaad doo bee yájiłti'dago, doo Bilagáana jilínígíí biniinaa ha'át'íida hats'aa kólyaago éí bee haz'áanii, Title VI (*Lau v. Nichols* (1974) 414 U.S. 563), k'etí' dooleeł.

Kwe'é bína'idikidígíí éí binahjì' níká adijah saad hosíníłjì'go bee bini'doonish. Díí naaltsoos hadilnéehgi shiká i'doolwoł nínízingo éí koji' nihich'í' hodíłłnih:
Third Judicial District Court: lcrdneo@nmcourts.gov, (575) 523-8201.

Díí naaltsoos altso hadinilaago koji' ádíłłíł:
Claude Bowman, Acting Court Executive Officer
Third Judicial District Court
201 W Picacho Ave, Las Cruces, NM 88005
lcrdxb@nmcourts.gov
Fax: (575) 523-8290

1. Saad hółqogo ha'diléehígíí bízhi':
2. Saad hółónígíí naaltsoos náyiłáahdi:
3. Saad hółónígíí bik'ehgo bich'í' hane'ígíí: Béesh bee hane'í hooghangí si'ánígíí: Béesh bee hane'í nanilnishdi si'ánígíí: Béesh bee hane'í yázhí naat'áhígíí: Béesh hóyání, computer, bee nich'í' é'él'ínígíí:
4. Díí naaltsoos t'óó háida bá hadinilaago nízhi', dóo naaltsoos náhíłáahgi, dóo béesh bee hane'í, dóo saad hółónígíí nídeét'i'ígíí kwe'é bikáá' ádíłłíł: Nízhi': Naaltsoos náhíłáahgi: Béesh bee hane'í: Béesh hóyání, computer, bee nich'í' é'él'ínígíí: Saad hółónígíí hait'áo bíł ahéehoníłzin:

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5. T'áá ni baa hodíílnih, haash yit'éego saad chodaa'íigo áká i'iilyeedgo bee ná ahóót'i' bee ná haz'ánii doo bik'ehgo é'élyaaada nínizin dóo hái lá éi íiyisíí bídéét'i'go ákódzaah nínizin. Kwe'é baa hólne'go bá haz'ánigóne' ha'déebijidgo díí naaltsoos bine'déé' bikáá' ádííliíł éi doodago naaltsoos la' bóolta'go ádííliíł.

6. Yoolkáálgóne' áhóót' ¹₁idígíí kwe'é bikáá' ²₂ánilééh:

7. Hóyahgo nízhi' ánílééh:

Nízhí': _____
 Yoolkáalgóne' nízhí' íinilaaígíí _____

Díí naaltsoos éí kwe'é nídííłtsos éí doodago koji' ádííłíł

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